

FINANCE

JANUARY 2025



3,575

INVOICES PAID

1,150

VENDOR
PAYMENTS ISSUED

779

LOCAL SALES TAX
RETURNS FILED

\$128,771

GRANT DOLLARS
SPENT

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	197
Finance	20
Human Resources	16
Health & Human Services	32
Legal	24
Mayor's Office	31
Police and Fire	2
Public Works	105
Water Bills	3.213
Other Calls	189
Rock River Disposal	54
Spanish Calls	49

PUBLIC WORKS

JANUARY 2025



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



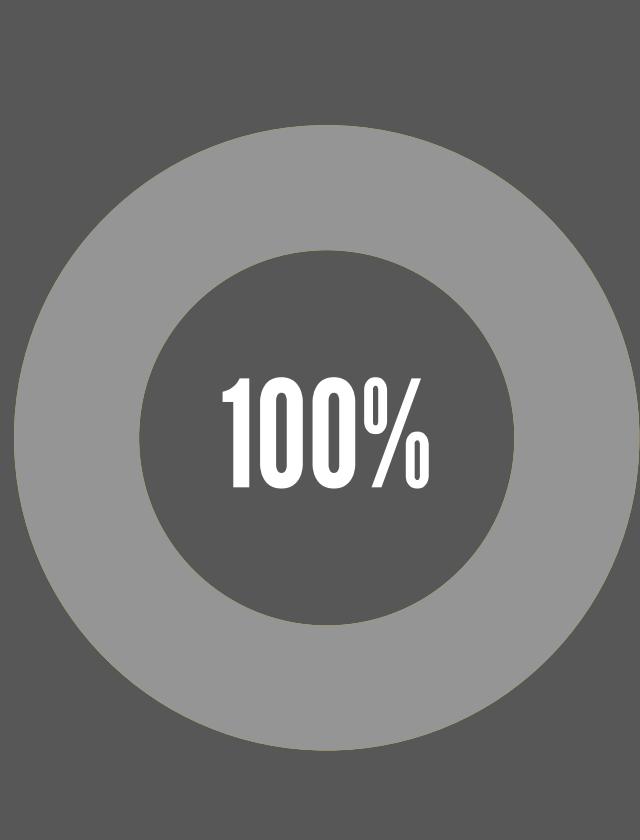
MILLION GALLONS OF
WATER PUMPED



RIGHT OF WAY PERMITS
CLOSED



(THIS MEANS THAT THE
CONTRACTOR WHO DISTURBED
PAVEMENT/LANDSCAPING IN
THE RIGHT-OF-WAY HAS FULLY
RESTORED THE IMPACTED AREA;
THEREFORE, THE PERMIT IS
CLOSED)

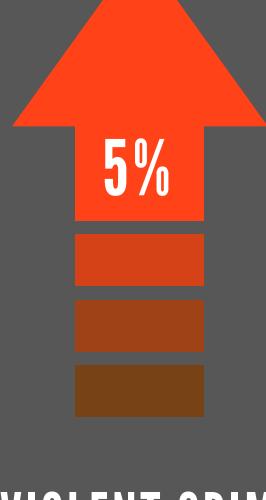


PROJECTS
DELIVERED
ON TIME



POLICE DEPARTMENT

JANUARY 2025



VIOLENT CRIME

YTD 2024	98
YTD 2025	103



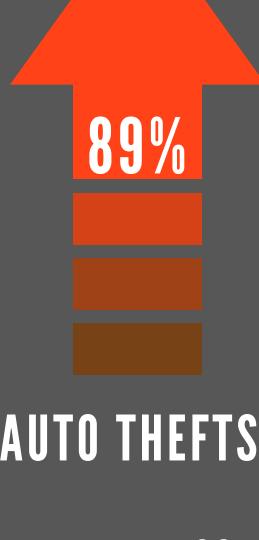
PROPERTY CRIME

YTD 2024	199
YTD 2025	190



ROBBERY

YTD 2024	14
YTD 2025	6



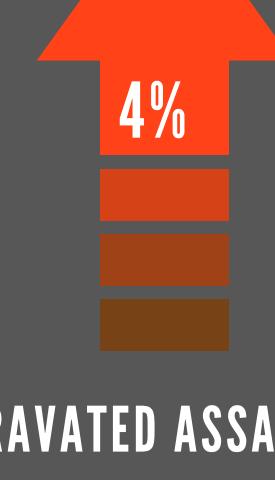
AUTO THEFTS

YTD 2024	26
YTD 2025	49



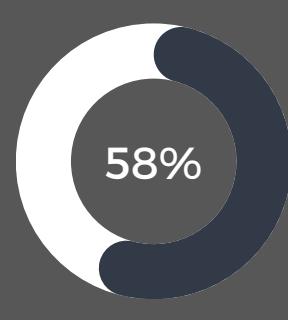
SHOTS FIRED

YTD 2024	26
YTD 2025	23



AGGRAVATED ASSAULTS

YTD 2024	79
YTD 2025	82



VIOLENT CRIME THAT IS DOMESTIC RELATED



LEGAL
JANUARY 2025



357

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

56

ACTIVE CASES IN STATE AND
FEDERAL COURT

70

SANITATION AND ZONING CASES

137

GENERAL ORDINANCE CASES

5

BUILDING CODE CASES



HUMAN RESOURCES

JANUARY 2025



1,055

CITY OF ROCKFORD EMPLOYEES

10

OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	8
City Council	9
Finance	9
Fire	12
Human Resources	6
Health and Human Services	8
Information Technology	1
Legal	6
Mayor's Office	5
Police	12
Public Works	11



INFORMATION TECHNOLOGY

JANUARY 2025



HELP DESK



HELP DESK TICKETS CREATED

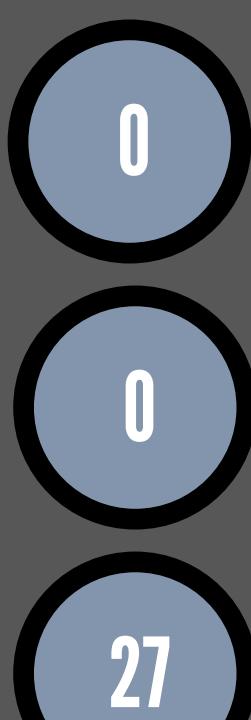


HELP DESK TICKETS CLOSED

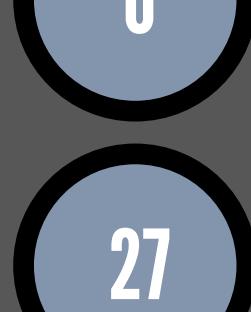
CYBER THREATS



CRITICAL THREATS



HIGH THREATS

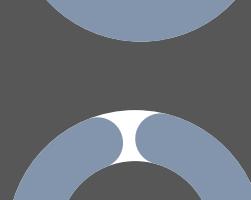


MEDIUM THREATS

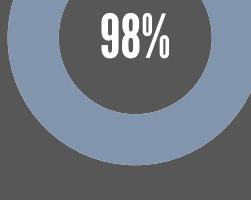


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY

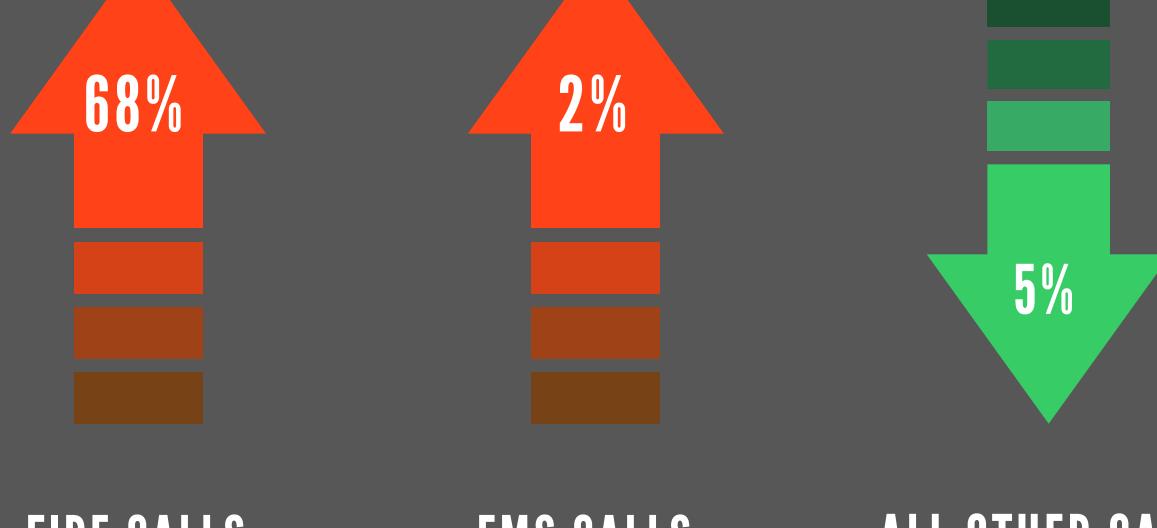


SERVER AVAILABILITY



FIRE DEPARTMENT

JANUARY 2025



FIRE CALLS

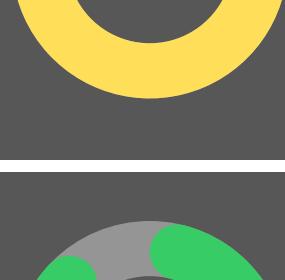
YTD 2024 28
YTD 2025 47

EMS CALLS

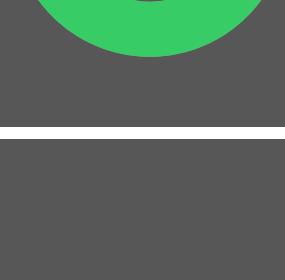
YTD 2024 2,082
YTD 2025 2,113

ALL OTHER CALLS

YTD 2024 780
YTD 2025 738



911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY)

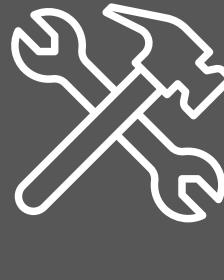


Calls Per Day	259
Calls Per Hour	29
Calls Per Call Taker Per Hour	7



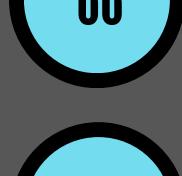
COMMUNITY AND ECONOMIC DEVELOPMENT

JANUARY 2025



PRIVATE INVESTMENT IN THE CITY

COMMERCIAL CONSTRUCTION

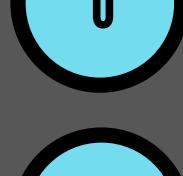


PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

RESIDENTIAL NEW CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

ALL RESIDENTIAL CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB - COMPLETED INVESTMENT

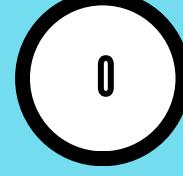


HOMES WITH COMPLETED
REHAB YEAR TO DATE



VALUE OF THE REHAB

HOMEBUYER DOWN PAYMENT



HOMES PURCHASED
YEAR TO DATE

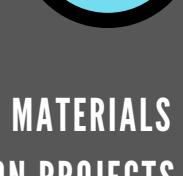


VALUE OF DOWN PAYMENTS

BUSINESS DEVELOPMENT



BUSINESS FIRST PARTICIPANTS
YEAR TO DATE



TIF AGREEMENTS YEAR TO
DATE



BUILDING MATERIALS SALES TAX
EXEMPTION PROJECTS YEAR TO DATE

NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES YEAR TO DATE



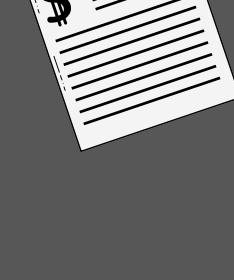
HEALTH AND HUMAN SERVICES

JANUARY 2025



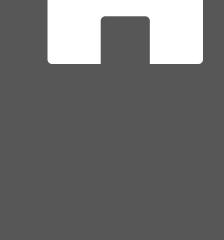
1,855

ENERGY ASSISTANCE
REQUESTS FULFILLED



125

HOUSING ASSISTANCE
REQUESTS FULFILLED



42

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

1,791

LOW INCOME HOME ENERGY
ASSISTANCE PROGRAM (LIHEAP)/
PERCENT OF INCOME PAYMENT PLAN
(PIPP)

61

EMERGENCY FURNACE ASSISTANCE

3

WEATHERIZATION ASSISTANCE

HEAD START



Early Head Start Students

131



Head Start Students
240

